



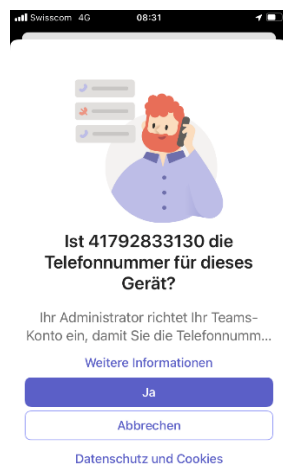
MS Teams Telephony Mobile

Set up and use on your smartphone

The MS Teams Telephony Mobile option has been activated on your Swisscom Mobile connection. This means that your Enterprise Mobile number is assigned to your MS Teams user account so that it is used for all outgoing and incoming calls in MS Teams. The following information will help you to get started on your end device.

After activation, carry out the following steps on your smartphone when you activate your Mobile Enterprise Mobile number for the first time.

1. Install the latest iOS or Android version on your smartphone.
Android: Support is limited to the last four major versions of Android.
iOS: Support is limited to the last three major versions of iOS.
2. If you have used the MS Teams app before (e.g. without your own phone number or with a landline number), log out of the MS Teams app with your MS Teams account and install the latest version of the MS Teams app from the App Store on your smartphone.
3. Log back in to the MS Teams app with your MS Teams account.
4. After registration, you will be asked to confirm the telephone number of your mobile connection.



When you log in to your MS Teams account for the first time, the message shown on the left will appear on the display of your smartphone. Confirm your phone number by clicking on "Yes".

Note

This process can be repeated by logging in and out of your MS Teams account in the MS Teams app.

If necessary, restart the smartphone once you have logged in to the MS Teams app again.

5. Make sure that the MS Teams app has access to device functions.



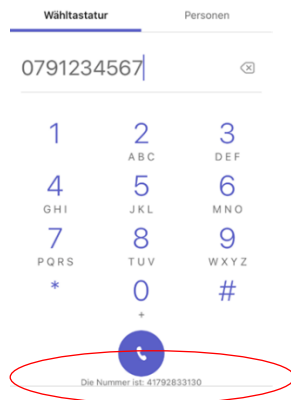
To ensure that telephony within the MS Teams app can be used without disruption, make sure that the MS Teams app has access to the following device functions.

- Microphone
- Contacts
- Background update
- Mobile data
- Location

Note

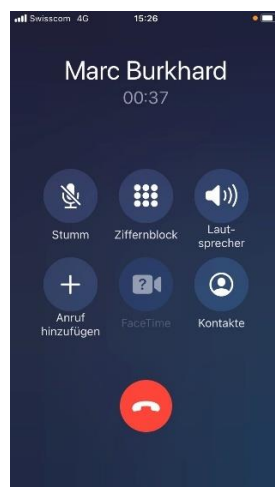
The MS Teams app asks for permission to use these functions the first time you use it. You can check the status in the MS Teams app settings.

6. Use of the telephone function in the MS Teams app



The Mobile Enterprise phone number linked to the MS Teams account is displayed in the MS Teams app dialer.

7. Use of the standard telephone function on the smartphone with MS Teams Telephony Mobile



One of the advantages of MS Teams Telephony Mobile is that you can continue to use the standard telephone function on your smartphone as usual and still make calls via MS Teams.

Simply select a contact from the address book or use the dialing keypad in the smartphone's phone app. Incoming calls also arrive in the phone app.

Please note

Individual services (see table and point 8) work differently with MS Teams than usual.



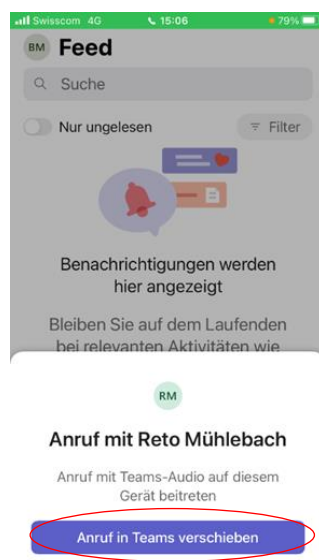
8. Services

When using MS Teams Telephony Mobile with a Natel® go connection, various additional services are provided by the MS Teams telephone system. The use of the following services changes as a result or is no longer possible in some cases.

Service	Swisscom Mobile Standard	MS Teams Telephony Mobile
Voicemail	Swisscom Combox pro/basic	MS Teams Voicemail
Call forwarding (unconditional)	Via Swisscom Cockpit/Device	Via Teams app
Call forwarding (conditional) <ul style="list-style-type: none"> If not available When occupied If no answer 	Via Swisscom Cockpit/Device	Via Teams App
Hold call	Device Menu	Device menu or Teams app
Call transfer	-	Via Teams App
Telephone conferences	Device Menu	Via Teams app

9. Transferring a call to the MS Teams app on the smartphone

MS Teams Telephony Mobile users can transfer existing calls (including calls from the smartphone) to their MS Teams apps on multiple devices without the call being interrupted.



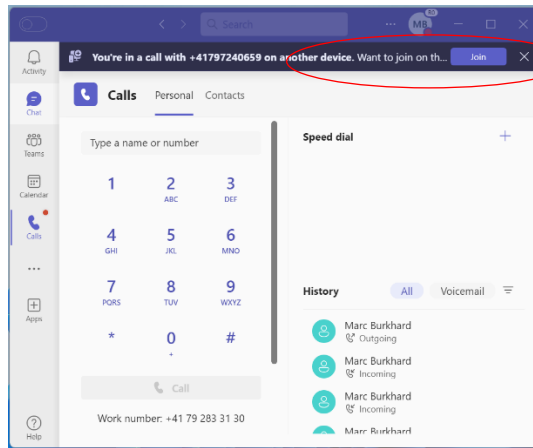
If you have taken a call on your smartphone, you have the option of transferring it from the standard phone app to the MS Teams app. For example, to take part in a conference or a video call.

It doesn't matter whether it's an incoming or outgoing call. Switching is simple.

1. Switch to the Teams app while the call is in progress.
2. The dialogue opposite appears.
3. Click on "Move call to Teams".

The call is transferred to the MS Teams app without interruption.

10. Add or transfer to another MS Teams device



If you have taken a call on your smartphone, you have the option of transferring it from the standard MS Teams phone app to your laptop.

You can select whether the laptop should be added to the existing call or the call should be transferred.

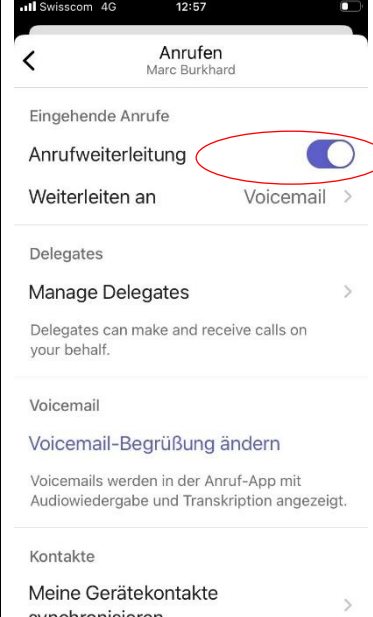
11. Voicemail

With MS Teams Telephony Mobile, you automatically use the voicemail function of MS Teams. This makes it easier for you to deal with voicemails as you only have to listen to them in one place.

	<p>In the "Calls" section of the MS Teams app, you can see the synchronised call history as well as whether someone has left voice messages for you.</p> <p>Click on the recording icon to listen to the desired voice message.</p> <p>Hint You can listen to and edit voice messages from all your MS Teams devices.</p>
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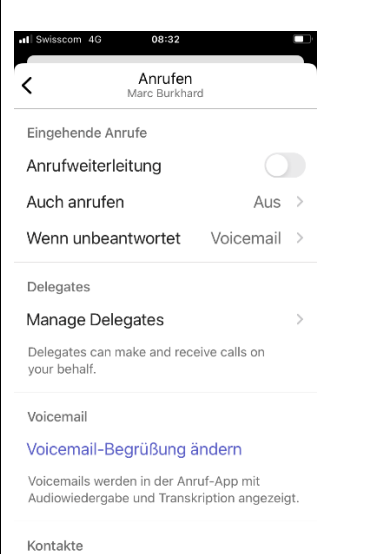


Forwarding calls to voicemail when the smartphone is switched off.

	<p>Are you planning to switch off your smartphone for a certain period of time and would like all incoming calls to be forwarded directly to voicemail during this time?</p> <p>To do this, activate call forwarding to voicemail as shown in the screenshot opposite.</p> <p>Note MS Teams cannot automatically recognise that you have switched off your smartphone. You must therefore activate this function manually each time you switch off the device and deactivate it again when you switch on your device.</p>
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12. Further settings

You can make various settings in the MS Teams app for how calls should be handled.

	<p>You can make call extensions and settings for voice messages under the menu item "Settings" → Calls.</p> <p>For example, you can change the greeting for voice messages.</p>
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13. Status settings in the Teams app: Effects on telephone availability

One of the most convenient features of MS Teams Telephony Mobile is the automatic status update in MS Teams for every call. Regardless of whether the call is made in the standard phone app on the smartphone or in the MS Teams app.

Basically:

You will receive calls in any presence status except when the status is set to "Do not disturb". In this case, incoming calls are forwarded to voicemail.

If the standard telephone function (the so-called native telephone function of the smartphone) is defined as the end point for incoming calls for your MS Teams account, calls on the smartphone are always put through. Even if the status is set to "Do not disturb".

This is the setting for Swisscom Mobile service connections.

Priority list

Calls from numbers on your priority list are always put through.

Calls from blocked numbers

In MS Teams, phone numbers can be entered in a list so that calls from such numbers are blocked. In this case, the call is not transferred and the caller is shown "Offline" as the recipient's presence status.

Absences (Quiet Hours and Out of Office)

If you have defined "Quiet hours" in your MS Teams app, the status is not updated in the MS Teams app. Other participants will not be able to see in the Teams app if you make calls during this time. In addition, no notifications (chat etc.) are sent during this time.

If you have set up an absence message (e.g. holiday absences) in MS Outlook or MS Teams, your status will appear as "Out of office, absent" during this time. The status is not updated for calls on the smartphone during this time.

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